



OFFICE OF THE
INFORMATION &
PRIVACY COMMISSIONER
for British Columbia

Protecting privacy. Promoting transparency.

Job Profile:

Deputy Commissioner: Investigations, Intake, and Lobbyist Registry

Position Overview

This position plays a dual role as the Deputy Commissioner to the Information and Privacy Commissioner as well as the Deputy Registrar of Lobbyists to the Registrar of Lobbyists in leading the Office of the Information and Privacy Commissioner ("OIPC") and the Office the Registrar of Lobbyists ("ORL") to deliver on their statutory mandates. The Deputy ensures the Offices are seen as effective, independent and impartial oversight agencies that have the public's trust and confidence. To achieve these goals the Deputy exercises statutory powers delegated by the Commissioner/Registrar under section 43 of the *Personal Information Protection Act* ("PIPA"), section 49 of the *Freedom of Information and Protection of Privacy Act* ("FIPPA") and section 7 of the *Lobbyists Registration Act* ("LRA").

Reporting directly to the Commissioner/Registrar, the Deputy fulfills three key strategic functions:

- Provides executive oversight related to the Investigation and Intake Units within OIPC and the ORL, in developing, implementing, overseeing and evaluating activities that execute the Offices strategic corporate agenda to ensure effective program delivery. This requires leadership of continuous process and service delivery improvement.
- Provides expert and authoritative advice and guidance directly to the Commissioner/Registrar and staff in conducting investigations and carrying out work pursuant to FIPPA, PIPA and LRA.
- Supports the Registrar in initiating and maintaining relationships with a broad range of external stakeholders to promote transparency in the lobbying process. The Deputy will assist the Registrar to ensure the ORL operates with a high degree of integrity and credibility at all times.

The Deputy oversees three program areas:

- Investigation: Investigating and resolving FIPPA requests for review or complaints, as well as investigating and attempting to resolve complaints received under PIPA and investigating and attempting to resolve non-compliance in accordance with the LRA.
- Intake: Receiving and responding to inquiries and complaints in a timely, fair and impartial manner and providing informal resolutions to appropriate complaints.
- ORL: Monitoring and updating the lobbyist registry system in accordance with the LRA as well as developing policy and procedures related to the Act.

Accountabilities and Authorities

The Deputy supports the Commissioner/Registrar in discharging his responsibilities to deliver on the mandate of the OIPC and the ORL. As a member of the Office's Senior Leadership Team, this position provides leadership, advice and expert counsel on issues affecting the Offices and advises the Commissioner on critical

practice and policy issues, priorities, initiatives and strategic objectives. This position is responsible for helping execute the Office's strategic goals and ensuring effective management of the Office's operations. Specific accountabilities are as follows:

Legislation and Authorities

Applies and administers FIPPA, PIPA and the LRA. This requires significant understanding of the operations of the provincial Government. In addition, the Deputy shares responsibility for administering finance and human resource functions delegated by the Commissioner in accordance with the *Financial Administration Act* and the *Public Service Act*.

Specifically:

- Acts pursuant to authority delegated by the Commissioner under FIPPA, PIPA and the LRA.
- Provides authoritative advice and interpretation of the Acts to ensure compliance with and consistent application of the legislation.
- Makes recommendations for changes to the Acts.
- Appears before committees of the Legislative Assembly to report on program areas and the work of the Offices.
- Acts on behalf of the Commissioner/Registrar in his absence.

Office Operations

Provides executive leadership in the management of the Office, including addressing human and financial resourcing challenges, and developing and implementing new knowledge management processes.

Specifically:

- Oversees three program areas within OIPC and ORL, providing direct supervision to the Director of Investigations and the Lobbyist Registry Manager, and indirect supervision to Investigators, Senior Investigations, and Case Review Officers.
- Aligns employee and Office performance by ensuring all employees understand the mission and goals of the Offices and the objectives of the strategic and service plans.
- Leads the development of annual employee performance plans; monitoring performance against goals; and proactively addressing identified gaps.
- Directs the planning, development and integration of offices plans and budgets to ensure effective on-going operations and that plans and expenditures are linked to the multi-year strategic and service plan.
- Ensures that information management systems are effective and continuously evolving to better support service delivery.
- Plans and directs an active and fully compliant access to information and privacy program within the Offices.
- Plans and develops service standards, and ensures accountability processes and performance management systems are in place and monitors achievement.
- Oversees enterprise wide risk management program including business continuation and protection of assets.

- Acts as the Privacy Officer and is responsible for implementing a privacy management program for the OIPC.

Program Delivery

Provides strategic leadership and executive oversight in the development and implementation of policies and procedures.

Specifically:

- Ensures all internal policies and procedures are developed in alignment with the mandate of the Offices and of applicable legislation.
- Provides oversight on implementation of policies in conjunction with the Office's Executive.
- Develops responses to emerging issues and policy directions which may affect the operations of the Offices.
- Provides expert and technical advice on complex investigations, including the interpretation of legislation and policy, and recommends appropriate strategies or processes for investigation and resolution.
- Leads the delivery of the Investigation function of the Office to investigate and resolve requests for review or complaints or non-compliance.
- Leads the Intake function of the Office that receives and responds to inquiries and complaints and provides informal resolutions.
- Leads the Lobbyist Registry function of the Office that monitors and updates the lobbyist registry system and develops policy and procedures related to the Act.
- Leads the organization on issues related to lobbying and the interpretation of the LRA.

External Relations and Communications

- Develops and maintains effective and collaborative working relationships with a significant number of stakeholders, both internal and external to Government in BC and across Canada.
- Represents the ORL at provincial, national and international forums and participates in the development of national and international lobbyist registration standards.

Qualifications

- A degree in Law, Public Administration, Political Science, Information Management or other relevant field.
- Minimum seven years of progressively more responsible experience directing professional and multi-disciplinary teams and managing the operations of an organization.
- Minimum two years of experience leading investigations or leading policy development in the area of information and privacy.
- Experience leading organizational change and building organizational culture.
- Experience establishing and fostering collaborative relationships with multiple stakeholder groups including executives and staff.
- Experience serving as an effective public representative for information and privacy rights.

Knowledge, Skills and Abilities

- Public policy expertise and extensive knowledge of information and privacy laws.
- Knowledge of the Office of Information and Privacy Commissioner, the Office of the Registrar of Lobbyists, as well as the environment in which they operate and the applicable Acts and programs.
- Ability to provide expert advice; make difficult decisions in a highly complex public policy environment; prepare and present complex issues to senior officials or stakeholders; develop, implement and evaluate service plans and/or policies; and manage projects.
- Superior verbal and written communication skills.
- Excellent interpersonal skills.
- Ability to exercise the highest level of ethics, tact, diplomacy, confidentiality, and discretion.
- Ability to develop strong collaborative relationships with executive levels across Government, relevant senior officials and stakeholders external to Government as well as members of the community and delegates from colleague offices.
- Ability to effectively communicate and facilitate implementation of organizational strategic goals by empowering staff.
- Knowledge of government structure and policy development in Government; performance management; human resources management; knowledge management; fiscal management; and negotiation techniques.

Competencies

Integrity refers to actions that are consistent with what one says are important—communicates intentions, ideas and feelings openly and directly, and welcomes openness and honesty even in difficult situations/negotiations.

Vision and Goal Setting involves knowledge and skills in establishing official and operative goals for the organization/units and to establish a system of measuring effectiveness of goal attainment.

Creating and Managing Change involves knowledge and skills to manage in the organization through setting direction and urgency, building a coalition of support, communicating widely, handling resistance to change and facilitating implementation of successful change actions.

Leading People includes motivating, empowering and leading employees to accomplish goals and objectives, rewarding high performance, promoting empowerment, and developing their employees, providing opportunities for growth, and managing issues with their organization.

Building Partnerships with Stakeholders is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.

Results Orientation is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

Corporate Entrepreneurship focuses on venture creation, governance, differentiation and integration of new ventures within the organization.

BC's Information and Privacy Commissioner

Promoting and protecting the information and privacy rights of British Columbians.

<http://www.oipc.bc.ca/>